

Customer Benefits

- **Cost savings** – Customers do not have to invest in storage hardware, storage software, data center facilities and personnel.
- **Efficiency** – Sharing common equipment and resources allows for more cost-efficient operations and support.
- **Experienced, Knowledgeable Staff** – Admin technical support staff is highly experienced in the management and administration of enterprise storage software and hardware.
- **Continuity** – The service provides a level of redundancy allowing for recovery from hardware failures.
- **Security** – There is a high level of physical system security at the State Data Center.
- **Agility** – Enterprise storage is configured to scale (with minimal provisioning time) providing the ability to expand and contract with changing business needs.
- **Support** – Monitoring and response by trained Admin technical staff ensures maximum utilization and minimum storage downtime.

Customer vs. Admin Responsibilities

This section identifies in detail Admin and customer responsibilities for these service offerings.

Responsibilities	Admin	Customer
Define network standards for connectivity to the storage area network (SAN).	X	
Manage infrastructure via the change management process: <ul style="list-style-type: none"> • Initial storage configuration. • Document storage configuration. • Configure storage infrastructure to enhance security. • Provide first level support for infrastructure and proprietary software, including release upgrades. 	X	
Report to customers about emergency fixes that have been implemented.	X	
Work with vendors to maintain product compatibility updates and refreshes.	X	
Monitor and maintain storage infrastructure components' (including licenses, hardware, software) respective revision levels to maintain compatibility across the infrastructure.	X	
Maintain infrastructure standards for allocation of storage in accordance with storage tiers.	X	
Respond to Admin inquiries to ensure that storage is accessible and functioning per application host.		X
Verify functionality by the application host as requested by Admin.		X
Provide an annual (at a minimum) storage capacity forecast of agency storage requirements.		X
Provide an annual (at a minimum) storage performance forecast of agency storage requirements.		X

Responsibilities	Admin	Customer
Review customer forecasts on an annual basis (at a minimum) and plan Admin disk storage capacity accordingly.	X	
Procure additional storage hardware and software (disks, arrays, switches, etc.) as required to meet forecast demand.	X	
Refresh (life cycle management) storage hardware and software as required to maintain a storage portfolio that is current and vendor supported.	X	
Monitor the usable capacity of the Admin provisioned logical volumes (at the file system level).		X
Manage and administer the Admin provisioned logical volumes at the file system level (e.g., file system formatting, file system health checks, etc.).		X
Provision logical volume in the enterprise storage environment as requested by the server administrator.	X	
Planning, building and administering primary storage and replicated storage infrastructure.	X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in [SCDIS-200](#).